

**8 JULY 2013**

***Personnel***

**SPONSORSHIP**



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OPR: 31 FSS/DPF

Certified by: 31 FSS/CC  
(Lt Col Tyler R. Schaff)

Pages: 28

This instruction implements AFPD 36-21, *Utilization and Classification of Air Force Military Personnel*, dated 01 April 1998 and AFI 36-2103, *Individuals Newcomer Treatment and Orientation (INTRO) Program*, dated 30 April 2012. It establishes standards to ensure relocating personnel are prepared, transitioned, welcomed and mission-ready in an efficient and effective manner. This publication provides minimum standards for a successful program. Sections on procedural guidance and roles and responsibilities outline what is required from units, recognizing that each unit has a different mission. This instruction addresses military and civilian permanent change of station (PCS) personnel and the sponsorship needs of the entire family. It applies to Aviano commanders, sponsors of incoming personnel, supervisors of sponsors, and Commander Support Staffs (CSS). This publication requires the collection and or maintenance of information protected by the Privacy Act of 1974 authorized by F036 AF PC K. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF Forms 847 from the field through the appropriate functional chain of command. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of IAW Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS). The use of the name or mark of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force.

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## **1. General.**

1.1. Commanders require new personnel to be ready to dedicate their full attention to unit mission accomplishment: be "mission-ready" at the earliest possible time. Effective sponsorship initiates the mission-ready process before a member departs the losing base and continues the process until the member is settled and on-duty at Aviano Air Base.

1.2. The Aviano Sponsorship Program is a commander's program. The commander's emphasis on the importance of sponsorship, both at the wing- and unit-level, establishes the benchmark of effort dedicated to a successful unit sponsorship program.

1.3. It is mandatory to appoint a sponsor for all inbound military personnel and civilians.

## **2. Assignment Notification.**

2.1. Initial two-way communication between the sponsor and newcomer will begin within 2 duty days of the unit generating information for sponsor assignment.

## **3. Diversions.**

3.1. When a newcomer is diverted to another base, all sponsorship activities stop.

3.2. When a newcomer is diverted to another unit at Aviano, the unit to which the individual is currently assigned continues the sponsorship process until the Military Personal Data System (MiLPDS) has been updated to reflect the new unit. A new sponsor from the reassigned unit is assigned and updated in MiLPDS and a hand over from sponsor to sponsor is accomplished.

## **4. Responsibilities.**

4.1. Installation Commander (Commander, 31st Fighter Wing):

4.1.1. Establishes, publishes, and monitors Aviano sponsorship requirements.

4.1.2. Responds to feedback/questions/challenges from Groups.

4.1.3. Presents Achieving Top Levels at Sponsorship (ATLAS) Award.

4.2. Squadron Commander:

4.2.1. Establishes and oversees the unit INTRO program according to AFI 36-2103 and this instruction.

4.2.2. Appoints a Unit INTRO Manager (UIM), usually a member of the unit's CSS.

4.2.3. Select individuals for sponsorship duties who can best provide assistance, extend welcome, orient newcomers, have transportation, and knows the local Aviano area (for example, matching officers with officers, Senior Non Commissioned Officers (SNCO)s with SNCOs, Airman (Amn) with Amn, married with married, pet owners with pet owners, etc.).

4.2.4. Ensures sponsors are given time away from their duty section from newcomer arrival through the first 14 days after the first day of Right Start to execute their official sponsor duties and not on leave, Temporary Duty (TDY), or deployed. Sponsor duties are official duties and will be considered very high priority by commanders and supervisors when allocating tasks during the first two weeks after a newcomer's arrival. Sponsors are expected to be able to drive the newcomer around the local area for house hunting and inprocessing appointments during the first several weeks at Aviano since the newcomer will likely not have transportation available. Sponsors are eligible to buy 100 extra liters of gas above their normal ration to facilitate house hunting for the newcomer. Contact Pass and Registration for information on this additional gas ration.

4.2.5. Ensure all supervisors of inbound newcomers are engaged in sponsoring the newcomer and fulfill their supervisory responsibilities to welcome the new Airman/civilian and his/her family, and get them settled at Aviano and ready for duty. Ensures supervisors work closely with sponsors to include backing up sponsors in case sponsors are unable to fill some sponsor duties. In essence, in addition to supervisory duties, all supervisors are "back-up sponsors" and should be engaged with the sponsors and the newcomer throughout the PCS process.

4.2.6. Ensures spouses are afforded the benefits of the sponsorship process through implementation of a voluntary spouse-to-spouse sponsorship program.

4.2.7. If the sponsor does not have a spouse, or the sponsor's spouse is unable/unwilling to sponsor the incoming spouse, Commander identifies volunteer spouse sponsors in the unit and/or utilizes the Key Spouse to sponsor the inbound spouse. Ensures unit Key Spouses are empowered to obtain newcomer spouse contact information to initiate spouse-to-spouse contact well in advance of arrival. Attachment 5 is a Sample Spouse Welcome Letter.

4.2.8. Writes a personalized welcome letter for all newcomers that contains all essential elements as per Attachment 3 (Sample Unit Commander's Welcome Letter). This letter will be addressed to the newcomer by name (not "Dear Newcomer") and will include the sponsor's name and contact information (phone and e-mail address as a minimum). Additionally, the letter will ask the newcomer to reply via e-mail or phone to ensure good connectivity, and will also ask the newcomer to provide their spouse's contact information (if married) so that the sponsor's spouse or Key Spouse can initiate contact

and welcome the inbound spouse to the unit. Bottom line – this letter should be personalized, comprehensive, and proactive in pulling information from the newcomer and ensuring good connectivity. The importance of this initial contact from the unit commander, and establishment of good two-way communications, cannot be overstated.

4.2.9. Allocates time for Unit Sponsorship Training for sponsors.

4.2.10. Provides recognition within the unit (one-day pass, etc.) for sponsors who excel in their sponsorship duties.

#### 4.3. Military Personnel Section (MPS) Chief:

4.3.1. Manages INTRO according to AFI 36-2103; and this publication.

#### 4.4. Base INTRO Manager/Military Personnel Section:

4.4.1. Manages INTRO according to AFI 36-2103; and this publication.

4.4.2. Sends the inbound allocation notice and/or other documentation to the UIM and/or CSS to notify the unit of inbound personnel.

4.4.3. Utilizes email or telephone calls to assist or resolve individual problems in cases where a relocating member is within 30 days of departure and sponsorship actions are not completed.

4.4.4. If the member is not within 150 days of the Projected Departure Date (PDD), holds sponsor MiLPDS update until the 150th day before the PDD.

4.4.5. Notifications for members with more than 150 days out are sent a letter/email notifying them of their sponsor assignment at 150 days out. Attachment 5 is Sample Email.4.4.4. Functions as a liaison with UIMs and/or CSSs.

#### 4.5. UIM/CSS:

4.5.1. Manages the unit INTRO program according to AFI 36-2103; and this instruction.

4.5.2. Each duty day, checks for inbound allocation notices and/or other documentation (for example, messages, e-mails, etc.) notifying the unit of inbound personnel. Immediately forwards the inbound allocation notice to the section or flight for completion of sponsor information with unit suspense of 5 duty days.

4.5.2.1. Upon the 150th day, immediately forwards the inbound allocation notice to the section or flight for completion of sponsor assignment with unit suspense of 5 duty days (see attachment 5).

4.5.3. Within 2 duty days of sponsor selection, updates sponsorship data in MiLPDS or forwards completed sponsor allocation notification to MPS for updating.

4.5.4. Maintains a copy of the inbound allocation notice and other documents such as Sponsor Checklist (Attachment 2) that notifies the unit of inbound personnel and information for sponsor.

4.5.5. Informs the unit commander of inbound personnel actions in a timely manner.

4.5.6. Validates and tracks sponsorship training to ensure all required members have been trained.

4.5.6.1. Prepares and distributes no-show letters from the unit commander to those sponsors who fail to attend mandatory sponsorship training.

4.5.7. Briefs sponsor on his or her official taskings (see 4.7 for specific duties):

4.6. Supervisors:

4.6.1. Selects personnel for sponsorship assignment.

4.6.2. Ensures compatibility of the sponsor and the newcomer (for example, similar marital status, grade, etc.), including assigning supervisors of First Term Airmen as their sponsor.

4.6.3. Notifies sponsor of appointment and requirement to report to UIM/CSS.

4.6.4. Ensures sponsor completes duties as outlined in 4.7

4.6.5. Advises the UIM/CSS of any sponsor changes, due to leave, TDY, etc.

4.6.6. Gives the sponsor the time and support needed to accomplish sponsorship duties; specifically, allows sponsors time off as necessary on the day of arrival and for the first two weeks after newcomer arrives on station.

4.6.7. Determines whether the sponsor's spouse will sponsor the newcomer's spouse. If unable, identifies a volunteer spouse in the unit or Key Spouse.

4.6.8. Notifies Key Spouse of inbound spouse and name of sponsor's spouse or other volunteer who will be sponsoring the newcomer's spouse. Provide contact information for the inbound spouse if available.

4.7. Sponsor:

4.7.1. Understands that sponsor duties are official duties.

4.7.2. Establishes two-way communication within 2 duty days of assignment.

4.7.2.1. Obtains contact information for the newcomer's spouse (e-mail and/or phone) and provides this info to the Key Spouse.

4.7.3. Attends sponsor training within 30 days of appointment and completes all requirements/suspenses outlined in sponsorship training and the sponsor checklist.

4.7.4. Provides information and assistance to the newcomer and his or her family members from the time they receive their new duty assignment until they are settled in their new community. This will typically take from assignment notification to approximately 60 days after arrival.

4.7.5. Completes Unit Sponsor Checklist as required. Attachment 2 is Sponsor Checklist.

4.7.6. Meets inbound, or arranges for another representative to meet inbound at airport/Pax Terminal if unavailable on day of arrival. Advises newcomer in advance of who will meet them at the airport/Pax Terminal if unable to meet the newcomer due to a conflict.

4.7.7. Notifies supervisor for assistance with transportation, schedule conflicts and assistance ensuring a smooth in-processing for the newcomer.

- 4.7.8. Introduces the newcomer to the work center's operation and responsibilities.
- 4.7.9. Advises the UIM/CSS and supervisor immediately if unable to accomplish sponsor duties (i.e. due to TDY, leave, deployment, etc).
- 4.7.10. Communicates with UIM/CSS and supervisor regarding any challenges of the sponsorship process.
- 4.7.11. If inbound is diverted to another unit at Aviano, coordinates with supervisor to assign a new sponsor. Old sponsor is responsible for inbound until new sponsor makes contact with inbound.

4.8. Civilian Personnel Office (CPO):

- 4.8.1. Notifies the supervisor of incoming civilian to appoint a sponsor and schedule the sponsor for training at the Airman & Family Readiness Center (A&FRC).
- 4.8.2. Informs new civilian employees of mandatory attendance at the base newcomer orientation program (Right Start).
- 4.8.3. Works in partnership with A&FRC to provide relocating civilians information and assistance IAW AFI 36-3009, *Airman & Family Readiness Centers*.

4.9. Newcomer:

- 4.9.1. Is responsible for all the newcomer information on the Aviano website.
- 4.9.2. Provides information as requested.
- 4.9.3. Keeps the sponsor/unit informed about his or her exact itinerary and relocation needs.
- 4.9.4. Provides feedback about the effectiveness and satisfaction of his or her sponsorship experience at the base orientation program (Right Start).

4.10. Airman & Family Readiness Center:

- 4.10.1. Manages Right Start.
- 4.10.2. Ensures newcomers are provided a Newcomer Sponsorship Satisfaction Survey, during the base orientation program. Ensures newcomers complete and return the form.
- 4.10.3. Provides feedback to orientation speakers.
- 4.10.4. Informs installation commander of sponsorship program trends as requested.
- 4.10.5. Maintains an up-to-date Right Start continuity book.
- 4.10.6. Provides relocation services and sponsorship training according to AFI 36-3009.
- 4.10.7. Responds to sponsor or newcomer inquiries within 3 duty days.
- 4.10.8. Through partnership with the base INTRO manager and CPO, provides assistance to short-notice assignment personnel.
- 4.10.9. Prepares list of monthly trained sponsors and sends to UIM/CSS.
- 4.10.10. Compiles quarterly sponsorship satisfaction statistics and provides to 31st Fighter Wing Commander for ATLAS Award presentation.

4.11. Other Base Agencies:

4.11.1. Respond to requests for information and support from relocating personnel and their family members within 3 duty days of a request.

4.11.2. Participate in the newcomer's orientation as directed by the installation commander.

**5. Training.**

5.1. Sponsors:

5.1.1. All first-time Aviano sponsors must complete the Department of Defense mandated Electronic Sponsorship Application and Training and attend the Aviano specific sponsorship training conducted by the A&FRC, as well as those who have not been a sponsor within the past year at Aviano.

5.1.1.1. Spouses are encouraged to attend sponsorship training; however, their attendance does not fulfill the service member's requirement to attend.

JON A. NORMAN, Brigadier General, USAF  
Commander

**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFPD 36-21, *Utilization and Classification of Air Force Military Personnel*, 01 April 1998

AFI 36-2103, *Individualized Newcomer Treatment and Orientation (INTRO) Program*, 30 April 2012

AFI 36-3009, *Airman & Family Readiness Centers*, 18 January 2008

AFI 34-248, *Child Development Centers*, 01 October 1999

AFI 34-249, *Youth Programs*, 01 June 2000

***Prescribed Forms***

None

***Adopted Forms***

AF Form 847, *Recommendation for Change of Publication*

***Acronyms and Abbreviations***

**AFRC**—Airman & Family Readiness Center

**ATLAS**—Achieving Top Levels at Sponsorship

**CDC**—Child Development Center

**CPO**—Civilian Personnel Office

**INTRO**—Individualized Newcomer Treatment and Orientation Program

**MPS**—Military Personnel Section

**MilPDS**—Military Personnel Data System

**PCS**—Permanent Change of Station

**PDD**—Projected Departure Date

**TDY**—Temporary Duty

**UIM**—Unit INTRO Manager

***Terms***

**Right Start**— Base orientation program



## Attachment 2

## AVIANO SPONSOR CHECKLIST

FOUO (when filled in)

31 FW Sponsorship Checklist	
Name of Sponsor:	Date Assigned As Sponsor:
Date Sponsorship Training Accomplished ( <i>must be within last 12 months</i> ):	
Newcomer (Rank, Last, First, MI):	RNLTD:
Duty Phone:	Cell Phone: Home Phone:
Work Email Address:	Personal Email Address:
Mailing Address:	
Spouse Name:	Spouse Email Address: Spouse Phone:
Names/Ages of Children/Dependents:	
<b>Arrival Information</b>	
Date: _____ Time: _____ Arrival Location: _____ Airline: _____ Flt #: _____	
<i>Advise newcomer to start accomplishing Pre-Arrival Tasks as soon as orders are received.</i>	
<b>Pre-Arrival</b>	
<b>150-90 Days Prior to Arrival</b>	
	<b>Date Completed</b>
Note: Your duties as a sponsor are much more than simply meeting the newcomer at the airport/Pax Terminal and taking them to their lodging/dorm room. Your duties start at initial contact months in advance of arrival and continue until the newcomer and family is moved in their house/dorm at Aviano, has a vehicle, HHGs are delivered, and are functioning on their own with no assistance needed. Your role in making this happen is critical so please do everything possible to be a great sponsor. Thanks!	
Direct newcomer and spouse to the Newcomers link on the Aviano website: <a href="http://www.aviano.af.mil/library/newcomers/index.asp">www.aviano.af.mil/library/newcomers/index.asp</a> . Inform the newcomer that while there might be a lot of good info elsewhere on the internet, our website is the authoritative source for accurate, up-to-date info, so start there.	
Instruct newcomer to contact losing MPS for no-fee passport and visa for all family members/dependents as soon as orders are received. Family members <b>will not get on a plane</b> to Aviano without no-fee passport and visa. Have newcomer contact Aviano Passport Office for	

any questions/problems (DSN 314-632-4802 // 31fss.passports@us.af.mil). More passport info is available at: <a href="http://www.31fss.com/passport.shtml">http://www.31fss.com/passport.shtml</a>	
Send Newcomer's Checklist to the member Template can be found at: <a href="http://www.aviano.af.mil/library/sponsor.asp">http://www.aviano.af.mil/library/sponsor.asp</a>	
Obtain electronic copy of newcomer's orders immediately upon member's receipt.	
Send Spouse Welcome letter from Sponsor's Spouse or Key Spouse	
Does the newcomer have projected leave/TDY enroute? If yes, request: Dates:                      Location:	
Sign newcomer up for the Wyvern/Compass (recommend using their personal e-mail address). Go to the <a href="http://www.aviano.af.mil">aviano.af.mil</a> website to do this.	
Advise newcomer: Research car insurance through their insurance company. Many personnel insure with GEICO and USAA; however, the choice is theirs. Obtain 'release' from bank if there is a bank lien on the vehicle Ship vehicle <b>60 days</b> prior to arrival	
Mil-Mil with child(ren) or Single Parent must register for CDC/AYP <b>upon receipt of orders</b> . Registration information is located at <a href="http://www.31fss.com/cdc.shtml">http://www.31fss.com/cdc.shtml</a>	

Will newcomer be bringing pets?	
Type:                               #:	
Advise newcomer to check the Aviano newcomers website for information on bringing pets into Italy: http://www.aviano.af.mil/shared/media/document/AFD-120316-003.pdf (Recommend sponsor download this document and send to the newcomer ASAP.)  If traveling on the rotator, check AMC Travel at http://www.amc.af.mil/amctravel/ for Pet Travel Brochure and Shipment Information.  If traveling on a commercial airline, contact them directly for specific carrier regulations.  For any pet questions, contact the Aviano Veterinary Clinic (DSN 314-632-8485) or email ataviano.vetclinic@us.af.mil. <i>New pet transit fees: Families with pets who transit through Ramstein on their way to Aviano will now be charged an examination fee of 55 euro per European Union Health Certificate. Each certificate is good for up to 3 pets. The change is due to the Kaiserslautern County Administration implementing a European Union Ordinance, which regulates the importing of dogs, cats and other pets into or throughout the European Union. Payment can be made by credit card only, and it must be paid immediately upon arrival at Ramstein Air Base customs.</i>	
Secure lodging:  TLF/Lodging at DSN 314-632-4040 or lodging@aviano.af.mil.  Dorm residents, contact Dorm manager DSN 314-632-5936/5237/7719	
Encourage member to obtain Tourist passports for self and family members for travel outside Italy. No-fee passports provided by the USAF are not authorized for tourist travel use. More passport info is available at: http://www.31fss.com/passport.shtml	
<b>60 Days Prior to Arrival</b>	
	<b>Date Completed</b>
Reserve post office box and provide to newcomer in order to have mail forwarded. Contact Aviano's Post Office at DSN 314-632-4086 for details.	
Pick up DODDS registration packet for all school age children & provide to newcomer  www.avia-es.eu.dodea.edu (Elementary School)  www.avia-hs.eu.dodea.edu (Middle/High School)	

Advise newcomer to check expiration date of current stateside drivers license for ALL people in family that plan on driving in Italy. A valid stateside license is required to obtain AFI license.	
Advise the newcomer if planning to ship a motorcycle that members under 21 yrs of age cannot operate a motorcycle higher than 33 HP. All motorcycle operators need to have stateside endorsement prior to arrival to prove member is allowed to operate a motorcycle.	
Determine housing requirements. Ask co-workers about housing availability. Website: <a href="http://www.AHRN.com">www.AHRN.com</a> Newcomer must create AHRN account with CAC card prior to leaving losing base. Sponsor provides Vicini Americani contact information to newcomer so newcomer can start becoming familiar with the various communities surrounding the base.	
<b>30 Days Prior to Arrival or Departure of Losing Installation</b>	
	<b>Date Completed</b>
Provide sponsor with DD 2875, AF Form 4394 & DOD Information Assurance Certificate. Forms need to be submitted to the Aviano unit's IAO to gain email access. This step is not required if the newcomer is coming from a base that is part of the AFNET already.	
Have newcomer and family members over 18 who will be driving accomplish the AFI drivers test: <a href="http://www.31FSS.com/afrc.shtml">http://www.31FSS.com/afrc.shtml</a>	
Register newcomer and spouse for Right Start as soon as arrival date is set. Call A&FRC DSN 314-632-5407 Date & time of Right Start: <a href="http://www.31FSS.com/afrc.shtml">http://www.31FSS.com/afrc.shtml</a>	
Determine if child care is needed during Right Start. If yes, contact CDC DSN 314-632-8246/5199 w/names & ages (up to 45 days prior). Pick up Childcare for PCS certificate from A&FRC.	
Encourage newcomer to get International Driver's license for driving outside of Italy: <a href="http://www.aaa.com">www.aaa.com</a>	
Inform newcomer what to expect in the first two weeks after arrival. A good summary can be found on the Aviano Newcomers website in the Top 10 List of things to know before arriving at Aviano: <a href="http://www.aviano.af.mil/library/newcomers/off-baseresidents.asp">http://www.aviano.af.mil/library/newcomers/off-baseresidents.asp</a> .	

Include info about your plan to help newcomer househunt (if not sponsor, who will drive them around to househunt, etc.)	
Inform newcomer who will greet him/her at the airport/Pax Terminal upon arrival. It is assumed that the sponsor will meet/greet but ensure newcomer knows if someone else will meet/greet.	
<b>Post Arrival</b>	
Greet newcomer and family members at airport/terminal and provide transportation to Lodging/dorm. Plan for pets and luggage transportation. Consider having others from their new duty section greet them at the Pax Terminal as well.	
Consider pre-check-in at Lodging so you can take the Airman/family directly to their room. Also consider stocking the Lodging room/dorm with a few essential items to make the first few days easier (favorite snacks/drinks, light meal items, fruit, water, etc. – anything that will make them feel welcome and help them transition to Aviano until they can stock up at the Exchange/Commissary.)	
Windshield Tour of the installation highlighting: Area 1, Area 2, and Area F	
Consider taking the newcomer/family to dinner the evening of arrival with members of their new squadron/duty section. This would be a good opportunity to introduce them to their new co-workers.	
Inform newcomer of the Thursday afternoon Housing and Driver's License briefing (Jump Start). (Voluntary, same Housing briefing as in Right Start)	
Escort newcomer to Right Start. Remind member to bring military and spouse ID cards, all family member no-fee passports, hand carried files, and 10 copies of orders.	
Is the newcomer a First Term Airman? If yes, contact First Term Airman Center at DSN 314-632-FTAC (3822)	
Remind newcomer Passport POC will provide Active Duty member Soggiorno appointment times for families and issue official Codice Fiscale during Right Start. Building 1413; Passport/Soggiorno Office DSN 314-632-4593/4802	
Assist with transportation for house hunting and other appointments needed. Coordinate with supervisor to provide transportation for needed appointments and house hunting if you are unable to drive newcomer. (Note: Sponsors are eligible to purchase an extra 100 liters of gas to assist with sponsorship duties. Contact Pass and	

Registration for details.)	
<b><i>Please turn your completed checklist into your Unit INTRO Monitor with the signatures below.</i></b>	
I have completed my duties as a sponsor IAW this checklist and AABI 36-2101: Sponsor's signature: _____	Date: _____
My subordinate has satisfactorially completed sponsorship duties and the newcomer below no longer needs the sponsor's assistance: Sponsor's Supervisor's signature: _____	Date: _____
I no longer require the assistance of my sponsor: Newcomer's signature: _____	Date: _____
Sponsor's Commander's or First Sergeant's signature: _____	Date: _____
Turn your checklist into your Unit INTRO Monitor ( <i>enter date completed</i> )	Date: _____

**Attachment 3****SPONSOR'S WELCOME LETTER AND NEWCOMER'S CHECKLIST**

Dear (personalize with Newcomer's Name),

Congratulations on your assignment to Aviano AB, Italy! As your sponsor, I will play a key role in assisting you during your PCS. By working together, we can ensure you have a smooth transition to your new home in Italy.

If possible, schedule your flight to arrive Wed-Sat so you will begin base in-processing ("Right Start") on Monday. You must complete the Checklist Items below before your arrival – some of the items are "showstoppers" and failing to complete them will cause major problems and possibly even cause you to incur additional expenses. Also, please review the helpful tips in the Notes Section below the checklist. These notes provide important information on frequently asked questions about housing, transportation, family members, pets, and other important PCS considerations.

The most important thing you can do to prepare for your PCS is to be proactive and to keep a positive attitude. PCSing to Aviano is tougher than most other bases, but it is not that difficult to do with preparation and a good attitude. You have lots of people and resources at Aviano that will help you during your PCS, but only you can ensure a successful, smooth move. Get smart on the requirements, handle the big things early (no-fee passports/visas, pet travel, etc.), and let's start communicating regularly so I can assist you as you transition to Aviano. Also, the best website to start learning about Aviano is our official website ([www.aviano.af.mil](http://www.aviano.af.mil)). This website has an excellent Newcomers link that is the authoritative source for PCS information about Aviano. Check it out ASAP.

Please let me know that you got this letter by sending me an e-mail at (sponsor.e-mailaddress@us.af.mil). In that e-mail, please include your contact information (work e-mail, personal e-mail, work phone, and home/mobile phone). Also, please include e-mail and phone contact info for your spouse as our Key Spouse would like to contact her to welcome her to Aviano. *(remove the line about spouse info if not married)* You can also call me at DSN: 314-632-XXXX, Commercial: 0039-0434-30-XXXX. I know you have a lot of questions so let's start talking! I'll be here to support you from now until you get established at Aviano (normally about 60 days after arrival).

Again, welcome to Aviano and I look forward to hearing from you soon that you received this letter. Thanks!

Sponsor name	
Sponsor contact info	
<b><u>Checklist Items (complete before your arrival):</u></b>	<b><u>Check when complete</u></b>
<b>Obtain no-fee passport &amp; visa for family members prior to leaving (see Note 1).</b>	
<b>Visit the Aviano Newcomers website which is the authoritative source for Aviano PCS info</b> <b><a href="http://www.aviano.af.mil/library/newcomers/index.asp">http://www.aviano.af.mil/library/newcomers/index.asp</a>.</b>	
<b>Download Aviano Installation Booklet at</b> <b><a href="http://www.militaryinstallations.dod.mil/pls/psgprod/f?p=MI:CONTENT:0:::P4_INST_ID:2380">http://www.militaryinstallations.dod.mil/pls/psgprod/f?p=MI:CONTENT:0:::P4_INST_ID:2380</a></b>	
<b>Visit Aviano's Airman &amp; Family Readiness Center website at <a href="http://31FSS.com/afrc.shtml">http://31FSS.com/afrc.shtml</a></b>	
<b>If married, provide spouse's e-mail and phone info to sponsor and unit Key Spouse.</b>	
<b>If you have leave/TDY en-route, provide your e-mail address, phone number &amp; address.</b>	
<b>Provide a copy of your orders to your sponsor to set up your post office box.</b>	
<b>Provide your flight information to include: arrival date/time, location, and flight number.</b>	
<b>Lodging or dormitory reservations (see note 2).</b>	
<b>Ship your vehicle 2 months prior to departure (see note 3).</b>	
<b>Valid stateside driver's license &amp; International driver's license (see note 4).</b>	
<b>AFI driver's license test (see note 5).</b>	
<b>Provide sponsor with DD 2875, AF Form 4394 &amp; DOD Information Assurance Certificate. Forms need to be submitted to the Aviano unit's IAO to gain email access. Not required if arriving from a base that is already part of the AFNET.</b>	
<b>Child care arrangements (see note 6).</b>	
<b>Housing (see note 7).</b>	
<b>DODDS registration packets (see note 8).</b>	
<b>Microchips/Rabies vaccinations for pets (see note 9) .</b>	
<b>Cell phone/cable connections (see note 10).</b>	
<b>Government Travel Card (see note 11).</b>	

**Note 1:** It is **absolutely essential** that each family member obtains a no-fee passport and visa prior to leaving your current assignment. It is a mandatory requirement and failure to complete



this subjects your family to risk of deportation. Please report to your losing MPS Customer Service and inquire about procedures from the passport agent for processing a no-fee passports and Italian "Missione" Visas. Process could take months. This cannot be accomplished while in Italy; therefore, as soon as orders are received start the process. Contact the Aviano Passport Office for any questions/problems (DSN 314-632-4802 // 31fss.passports@us.af.mil). More passport info is available at: <http://www.31fss.com/passport.shtml>

**Note 2:** When you have your confirmed flight reservation, contact your sponsor and provide the information. The sponsor will reserve your lodging based on family and pet requirements you provide. There is limited availability for pet rooms so do keep your sponsor up to date with your travel information. If you need to contact lodging, Mountain View Lodge, they can be reached by calling DSN: 314-632-4040 or by e-mail 31svs.fsvl@us.af.mil. If you will be residing in the dorms, provide your sponsor a copy of orders, so your sponsor can notify the dorm manager.

**Note 3:** Ship your personally owned vehicle (POV) 6-8 weeks before your departure. Military members are authorized to import one tax-free vehicle. Military married to military are authorized two tax-free vehicles registered in their names. All other vehicles are subject to Italian road tax which is based on engine size.

Aviano Air Base facilities are not located in one contiguous area and are located in several different areas. You will be required to do business in different locations and a POV is essential. Since there is no base housing, you will be free to house-hunt with your own POV. Taxis are not allowed on base and are very expensive, and it is expensive to rent cars in Europe and Italy is no exception, so having your POV available as soon as possible after arrival will significantly help you during the transition to Aviano.

**Note 4:** All personnel must have a valid stateside license and be 18 years of age in order to receive an AFI license, which is required to drive any vehicle registered at Aviano AB. Military members must be assigned to an Aviano unit. Civilian employees and all family members must be command sponsored or have logistical support in order to receive an AFI.

International Driver's License (obtainable from AAA) may be required whenever traveling outside of Italy so it is recommended to obtain one prior to leaving the U. S.

**NOTE TO MOTORCYCLE OPERATORS:** All motorcycle operators need to have stateside endorsements prior to arrival. Italian law prohibits those under 21 from driving a motorcycle higher than 25KW or 33HP.

**NOTE REGARDING VISITING FAMILY MEMBERS:** If a visiting family member completes AFI process for authorization letter, they can operate an AFI plated vehicle,

only with an AFI privileged person/family member in the vehicle at all times (in accordance with NAVSUPACT Naples Instruction 11240.19G.).

**Note 5:** It is important to accomplish your AFI test and print the certificate before you arrive. Members are not allowed to pick up or register personal vehicles until they have obtained their AFI license. To complete your AFI License Test, go to the A&FRC web site [http://31fss.com/afrc\\_AFI\\_tests\\_signs.shtml](http://31fss.com/afrc_AFI_tests_signs.shtml). At the top of the home page, click on Inbound, then Driving in Italy. To prepare for the test, review the Aviano AB Driver's Study Guide and the European Road Signs guides. When you have learned the information at these links, click on the AFI TEST MODULE and follow the instructions on the screen. To pass you must receive 100% on both sections; print each certificate and bring with you to Right Start.

**Note 6:** Your spouse is highly encouraged to attend Right Start with you. If you require child care, you can contact CDC Front desk at DSN 314-632-8247 or 314-632-5117 to scan and/or email an advance application (DD Form 2606) with a copy of your orders. You can also email the CDC at: [31fss.cdc@us.af.mil](mailto:31fss.cdc@us.af.mil). Visit the 31st Force Support Squadron web site ([www.31fss.com](http://www.31fss.com)) to complete the application and check out the child and youth programs. A copy of your Permanent Change of Station (PCS) orders is required. Special slots are reserved at the CDC for those attending Right Start, so make this request by contacting the CDC now.

When you arrive on base, contact or drop by the CDC or Youth School Age Program (SAP) to activate your application. Applications are required for all individuals who want to register for the waiting lists, to include military married to military and single parents. If child care is required upon arrival to the base, call the CDC directly and/or work closely with your sponsor who can assist you in making child care reservations and check your current status on the waiting list.

### *Priority Care*

Aviano AB has established priorities for child care in the CDC and Youth SAP based on the Department of Defense (DoD) mandated requirements per AFI 34-248 and AFI 34-249. Additionally, for full-time or before and after school child care in child development or school age programs, the highest priority for care goes to active duty military and DoD civilian employed parents who are either single parents or whose spouse is employed full time, is a military member on active duty, or a full-time student.

- Priority 1: Single and Dual Military Families (military married to military) and Reservists on active duty (with a family status Single Parent/Dual Military)
- Priority 2: Single and Dual Military or Command Sponsored DoD Civilians with a full time working nonmilitary spouse (working 20 hours per week or is a full time student)
- Priority 3: Families with an unemployed spouse

Child care resources at Aviano are limited as the facilities and staff are sized/funded to meet Priority 1 requirements only. Aviano's CDC has found creative ways to extend some child care to Priority 2 and Priority 3 parents, but it is limited due to resource constraints. As such, parents in Priority 2 and 3 can expect limited routine child care availability at the CDC.

**Note 7:** Housing at Aviano is unique in that there is no on-base family housing. As such, newcomers should expect to live in economy housing. For a list of available community houses, visit the housing website: [www.AHRN.com](http://www.AHRN.com) to start your search.

Italian housing is very different than housing in the states. A wide range of housing is available throughout the area so you are encouraged to discuss housing with your sponsor, and your spouse is highly encouraged to discuss housing with the unit Key Spouse. You'll want to ask questions about location, size, internet availability, commute cost, yards for kids/pets, appliances, etc. as you do your house hunting after arrival.

At: [www.housing.af.mil/aviano](http://www.housing.af.mil/aviano) home page, there is an in-processing link which provides a lot of information about community housing here at Aviano. You will receive Temporary Lodging Allowances (TLA) to offset temporary accommodations, lodging after your arrival, but it is not automatic. For more information on TLA, please visit the housing office's referral and relocation website at: <http://www.housing.af.mil/aviano/referralandrelocation/index.asp>. You must check in with the Housing Office when you arrive. The Housing Office offers voluntary Thursday afternoon briefing at Jump Start, which you are encouraged to attend. The Housing Office also briefs at Right Start the following week.

**Unaccompanied Housing:** Regardless of branch of service, unaccompanied personnel from E1 to E3 and E4s with fewer than 3 years of service will be housed at our dormitories and will be instructed to report to our dorm manager upon arrival. All other personnel assigned to Aviano will live in economy housing. It is mandatory for personnel to attend the Right Start briefing.

If you are accompanied or Mil to Mil and wish to live in government housing, you may complete an advance application for government housing, DD1746, at your current housing office in order to place your name on the wait list. The Housing Office will send your application to Aviano with a copy of your orders.

**Note 8:** If you have school-age children, you may review the DODDS websites to learn how to register your children and other important information. For elementary children go to [www.avia-es.eu.dodea.edu/registration.htm](http://www.avia-es.eu.dodea.edu/registration.htm) and for high school children [www.avia-hs.eu.dodea.edu/registration.htm](http://www.avia-hs.eu.dodea.edu/registration.htm).

Immunizations: Each state in the U.S. has different immunization requirements. Review the CDC website [www.cdc.gov](http://www.cdc.gov) to ensure your children have the proper vaccinations for Italy, so their enrollment to school is not delayed. At the A-Z index, click on V, Vaccine-See Immunization, and review immunization schedules.

**Note 9:** Italy does not have quarantine or pet restrictions; however, there are major requirements when shipping pets. Details are below but you should also visit the Aviano Newcomer site for additional pet information (<http://www.aviano.af.mil/shared/media/document/AFD-120316-003.pdf>) and to ensure you have the required documentation prior to shipping your pet to Italy.

1. Microchips

- a. Pet dogs, cats, and ferrets must have a microchip implanted.
- b. Pet dogs, cats, and ferrets must be able to be identified with a microchip that is compatible with ISO standard 11784 or 11785 microchip reader, or the appropriate microchip reader must be provided along with the pet.
- c. Compatible microchips available in the United States include; AKC/TROVAN, HOMEAGAIN, and AVID EUROCHIP.
- d. Microchip implantation **MUST** occur **PRIOR** to rabies vaccine to be considered valid.
- e. If a microchip is being implanted for the first time, 21 days must pass before the animal is eligible to enter the European Union.

2. Rabies Vaccinations

- a. Rabies vaccinations are required and must be at least 30 days old, but no more than 12 months old. (3 year rabies vaccines will only be considered valid for one year from the date of vaccination).
- b. For pets under 3 months of age
  - i. Rabies vaccination isn't required for pet dogs, cats, and ferrets under 3 months of age, **HOWEVER**, the transport of animals this age or younger **MUST** be authorized by the EU Member State (Italy).
  - ii. Not all member states will allow the importation of pets less than 3 months of age without a rabies vaccine. The owner/exporter needs to contact the member state for authorization and this authorization should be attached to export certificates.
- c. Pet must have a microchip for the rabies vaccine to be valid. Any rabies vaccine given before implanting a microchip is considered invalid, regardless of whether

or not the animal is up to date on previous vaccines.

3. Again, go to the Aviano Newcomer site (<http://www.aviano.af.mil/shared/media/document/AFD-120316-003.pdf>) for detailed instructions on shipping your pet to Italy.

Ensure your flight and all connecting flights accept pets & have pet slots space available. Pet travel during summer months can be restrictive due to heat danger to pets – contact your air carrier for details. Pets must be registered at the Aviano Vet Clinic upon arrival and will need their health certificate and vaccination report. After arriving in Italy, pets should also get a “pet passport” from the Aviano Vet Clinic to facilitate travel to other countries in Europe. Government housing at Aviano permits two pets per residence although most people live on the economy where pet limits/restrictions are based on the landlord/residence. If you have any questions about shipping pets or living in Italy with pets, please contact the Aviano Vet Clinic at DSN 314-632-8485 or email them at [aviano.vetclinic@us.af.mil](mailto:aviano.vetclinic@us.af.mil).

**Note 10:** Please be advised that your cell phones may not work here in Italy upon arrival. Some US mobile phone service providers allow military members to put their US accounts in an inactive status for the duration of their overseas assignment. Some US phones will function with an Italian SIM chip. Recommend that you contact your mobile provider in the US prior to departure to discuss options. Your sponsor may be able to help with mobile phone options and recommendations also. There are multiple options for mobile phones and mobile internet (pay as you go, contracts, etc.) and there are several phone stores, both on- and off-base, that can answer questions regarding connections and purchase options. They can also provide information on home carriers for cable/SKY television options and provide a few referrals depending on the areas you may find housing. The Furniture Management Office (FMO) will provide you with one free AFN decoder box for regular AFN satellite channels and additional decoders can be purchased at the Base Exchange.

**Note 11:** Due to high cost of lodging and travel costs for PCS to an overseas assignment, it is imperative you have a Government Travel Card (GTC) current through arrival plus 60 days. If you don't, please contact your unit Agency Program Coordinator (APC) to troubleshoot the closed card or to start the new card application process. Use of GTC is mandatory for costs associated with official government travel (including PCS).

**Attachment 4****SAMPLE UNIT COMMANDER'S WELCOME LETTER**

Congratulations on your upcoming assignment at Aviano AB and welcome to the [XYZ unit]!

We look forward to including you on our team of professionals who are responsible for

\_\_\_\_\_. In [name of squadron], we want to make sure you get all the information and assistance you (and your family) need to make this the best move you've ever had and to help you feel at home as soon as possible. Your sponsor, (name of sponsor), is a part of a team, and (his/her) job is to find information for you, help solve your problems, meet you when you arrive, and make it easier for you to inprocess and get settled. (He/She can be reached at (sponsor e-mail address) so please keep (him/her) advised of your plans and relocation needs.

If this is your first trip to the Aviano area, you'll find it [make some mention about the weather, environment, community activities, etc.].

Aviano has no on-base family housing, so the majority of the Aviano AB population lives in privately leased housing in the communities around the base. Only single Airmen live on the base (in dormitories). It takes time to find and move into a privately leased house, have the utilities turned on, and have furniture delivered. You will be given approximately 14 days to begin in-processing and begin house hunting. These 14 days begin on the Monday of Right Start. You will need to work closely with the Housing Office -- they are here to help you. Remember, your sponsor is here to assist you through the first few weeks, and (he/she) has my support in doing that. In fact, I'm giving (him/her) time away from the duty section for the first two weeks after you arrive specifically to help you -- be sure to use (him/her).

Aviano's INTRO Program is called "Right Start" and is designed to help you and your spouse become familiar and comfortable with our military community around Aviano and our host nation. Right Start begins the Monday after you arrive and the uniform is blues for that Monday IAW USAF policy. In Right Start, you will receive information about financial choices while stationed in Italy, gas coupons, and cultural orientation. The Airman & Family Readiness Center will help you and your spouse navigate the military and local support system by providing information about employment, child care, medical services, and area activities. Your first week will include two days of Right Start (Mon/Tue), two days of house hunting and/or in-processing, and on Fri the week concludes with a cultural orientation called "Benvenuti" -- you don't want to miss this fun event! The second week after you arrive is dedicated to house hunting for those living off-base. My goal is for you to begin reporting to your duty section regularly no sooner than 14 days after you began Right Start, but your supervisor should allow adjustments to your schedule to accommodate the many in-processing requirements at Aviano during your first two months here.

(Include any special requirements or emphasis areas here.. PRP, security req'ts, etc...anything you want to add to get them to focus on before arrival.)

As an incoming Airman, you are responsible for helping us ensure you have a smooth transition to your new duty station. You are responsible for keeping your sponsor informed about your exact itinerary and relocation needs. Please provide your sponsor any information that is requested and take time to do research and ask necessary questions. If you have delays or problems en route, contact your sponsor and/or the first sergeant immediately.

Finally, there's a wealth of information on the internet to assist you in your PCS to Aviano. The best place to start is at our official Aviano AB website (link below) which is the authoritative source for information about PCSing to Aviano. Check out the Newcomers link. Additionally, there are many other sources of information about Aviano. Links to them are below:

Aviano AB Official Website: [www.aviano.af.mil](http://www.aviano.af.mil)

Aviano AB Facebook Page: [www.facebook.com/avianoairbase](http://www.facebook.com/avianoairbase)

(list your Facebook page here, spouses' group website/Facebook page, militaryonesource, or any other sites you want to link them to)

Again, let me welcome you to Aviano AB (or [XYZ] squadron). Please send me an e-mail at (sq/cc e-mail address) to let me know that you've received this letter. In your reply, please send me your contact info (work e-mail, personal e-mail, work phone, mobile phone) as well as e-mail/phone info for your spouse so I can ensure your sponsor and my staff have this important information. Do not hesitate to contact me directly if there is anything I can do to make your move better. DSN \_\_\_\_\_, Commercial ( ) \_\_\_\_\_, Fax \_\_\_\_\_, E-Mail \_\_\_\_\_. I look forward to receiving your reply that you've received this note, and I look forward to having you on our team!

Squadron Commander Signature Block

*Note for commanders: This letter should be personalized to each and every inbound – “Dear Newcomer” won't cut it...you need to use their name. You might want to have two versions – one for married/with dependents and one for single Airmen (or have sections that you modify based on marital status) to make it easier to personalize each. Additionally, you need to include their sponsor's name and contact information to ensure it gets through (redundancy is OK here...I know the sponsor should have already contacted the newcomer, but more contact is better than less). Feel free to add your own personal touch to this letter, but please include the essential elements above (i.e. don't cut out any of the parts about housing, direction for them to contact you in reply, info about 14 days after Right Start begins to in-process/househunt, etc.). Specifically, don't make this a “passive” letter – be aggressive about soliciting information from*

*the newcomer and put the onus on the inbound Airmen. If you say, "Let me know if you need anything..." you know he/she will never ask for your assistance. If, however, you specifically ask for the newcomer to write you back with contact info for him/her and his/her spouse (if applicable), you'll know that your message got through AND you'll get critical info for the newcomer and his/her spouse that will make it easier to welcome well in advance of their arrival and get them on the team as quickly as possible. It's better to include more info in this letter than less so it's OK to have a two-page letter from the SQ/CC. Bottom line – use this letter as a way to communicate directly to your inbound Airmen and family, and use that communication to prepare them for the transition.*



**Attachment 5****SAMPLE EMAIL FOR UNIT INTRO MONITOR TO SEND INBOUND PENDING  
SPONSOR APPOINTMENT**

To: Inbound member

From: Unit INTRO Monitor

Subject: Aviano Sponsor Assignment

Hello [insert rank and name here],

Congratulations on your assignment to Aviano. We understand you have a lot to do to get ready for your PCS. Since you are quite a few months out from your RNLTD I wanted to let you know that your new unit will assign a sponsor when you are 150 days (5 months) out from reporting. This will give you ample time to prepare to move. In the meantime, if you have questions feel free to contact us at DSN 314-632-\_\_\_\_\_, Commercial ( ) \_\_\_\_\_, Fax \_\_\_\_\_, E-Mail \_\_\_\_\_.

Below are some websites to assist you with your PCS. We highly recommend you start with the Aviano AB official website. It is the authoritative source of information about PCSing to Aviano and has a very useful Newcomers link with lots of great information. Check it out.

Aviano AB Official Website: [www.aviano.af.mil](http://www.aviano.af.mil)

(Note: Recommend you sign up for our "Team Aviano E-mail Updates" (base info newsletter and travel guides) to begin familiarizing yourself with your new base. Sign up on our official website to begin receiving info about Aviano at your home e-mail address.)

Aviano AB Official Information Booklet (SITES):

[http://www.militaryinstallations.dod.mil/pls/psgprod/f?p=MI:CONTENT:0:::P4\\_INST\\_ID:2380](http://www.militaryinstallations.dod.mil/pls/psgprod/f?p=MI:CONTENT:0:::P4_INST_ID:2380)

Aviano AB Official Facebook Page: [www.facebook.com/avianoairbase](http://www.facebook.com/avianoairbase)

General PCS information: [www.militaryonesource.com](http://www.militaryonesource.com) and [www.move.af.mil](http://www.move.af.mil)

Again, we'll assign you a sponsor when you are 150 days out from your RNLTD, but don't

hesitate to contact us if you have any questions or concerns. We look forward to your arrival!

[Insert UIM signature block here]

**Attachment 6****SAMPLE SPOUSE WELCOME LETTER**

Dear (name of spouse),

Welcome to Aviano Air Base, Italy! I hope you are excited about your upcoming move to Italy and Aviano Air Base. I know your stay here will be one of the best of your military experiences.

As one of the [XYZ Unit] Key Spouses, I'm here to answer questions and assist you and your family as you prepare to transition to your new home in Italy. Moving to Italy can be more difficult than moving to most other bases, so please use me and the other Key Spouses. The Key Spouse Program is a great way to stay in touch with unit, base, and community happenings. There are Key Spouses spread throughout the squadron and they are available to assist you as well, both before and after your arrival.

As a spouse, I know you are concerned about making sure your family transition is smooth. Let me reassure you that there are resources here for you to utilize. Below you will find useful websites that have information about Aviano AB, Italy. Start with the Newcomers link on the Aviano AB Official Website ([www.aviano.af.mil](http://www.aviano.af.mil)) which is the authoritative source of base and PCS information. When you arrive, there will be a [XYZ Unit] Spouse Start which will introduce you to your new unit and base from a spouse perspective. Your military sponsor will receive more information regarding the [XYZ Unit] Spouse Start upon arriving here. This will give you the opportunity to ask questions and meet with the [XYZ Unit] Spouses Group to learn more about the community and living in Italy.

After you arrive, you'll see that the first few days and weeks can be hectic, so feel free to call me if you need anything, or would just like to visit with someone who's been here a while. The [XYZ Unit] Spouses Group email address is: [xyzspousesgroup@hotmail.com](mailto:xyzspousesgroup@hotmail.com) and the [XYZ Unit] office number is xxxx-xx-xxxx. Italy is an absolutely beautiful country! There are so many great opportunities for traveling throughout the country and even other European countries.

Please reply to my e-mail (Key Spouse e-mail) so I know you got this letter. I want to connect you to our community and other spouses as soon as possible, so please reply with your contact information (e-mail address, cell phone number, etc.) One of our other Key Spouses will stay in touch with you prior to your arrival and we'll be available to answer any questions you might have. Don't hesitate to ask! After you arrive, we'll get in touch to welcome you to Aviano and to help you transition to your new home.

I look forward to hearing from you that you received this letter, and I look forward to meeting

you and welcoming you to Aviano and the [XYZ Unit] in person! Arrivederci!

Sincerely,  
[XYZ Unit] Key Spouses

Websites:  
[www.aviano.af.mil](http://www.aviano.af.mil)  
[www.afrc.avianoab.info](http://www.afrc.avianoab.info)  
[www.31fss.com](http://www.31fss.com)  
[www.militaryonesource.com](http://www.militaryonesource.com)  
[www.militaryinstallations.dod.mil](http://www.militaryinstallations.dod.mil)